

FOR OFFICIAL USE

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**F**

KU PS

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**0020/401**

NATIONAL  
QUALIFICATIONS  
2007

MONDAY, 30 APRIL  
9.00 AM – 10.00 AM

ADMINISTRATION  
STANDARD GRADE  
Foundation Level

Fill in these boxes and read what is printed below.

Full name of centre

Town

Forename(s)

Surname

Date of birth

Day Month Year

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Scottish candidate number

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Number of seat

Answer **all** the questions you can, in the spaces provided.

Read each question carefully before you answer it.

Write your answers clearly.

Before leaving the examination room you must give this booklet to the invigilator. If you do not, you may lose all the marks for this paper.



Marks

KU PS

1.



Study the picture above showing Dan Doherty at his workplace.  
 There are several **problems** in the office which may affect Dan.

(a) PROBLEM 1

There are cables trailing across the floor.

State what **action** could be taken to avoid this problem happening in the future.

ACTION 1 Dan's employer should \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

1

(b) Identify **another** problem in Dan's workplace.

PROBLEM 2 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

1

(c) State what **action** could be taken to avoid this problem happening in the future.

ACTION 2 Dan's employer should \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

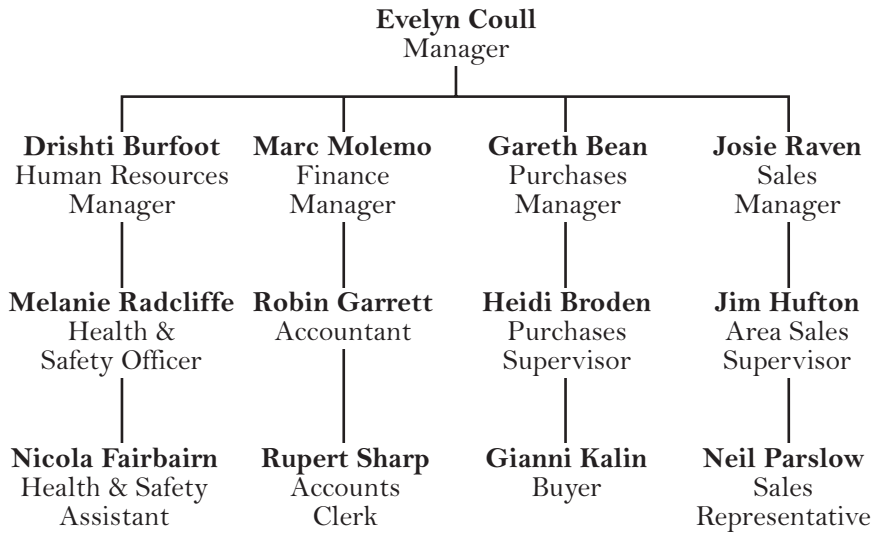
1

KU	PS

Marks

KU	PS

2. Below is the Organisation Chart for Sigma Screen Printer plc.



(a) How many staff report **directly** to Evelyn Coull, Manager?

\_\_\_\_\_ 1

(b) Neil Parslow needs help with an urgent sales problem. Jim Hufton is attending a conference. Who should Neil go to for advice?

Neil should \_\_\_\_\_  
\_\_\_\_\_ 1

(c) Name **one** other piece of information which could be shown on an organisation chart.

\_\_\_\_\_ 1

(d) An organisation chart is useful for visitors. Who else could find an organisation chart useful?

\_\_\_\_\_ 1

(e) State **one** task which could be carried out **regularly** by Melanie Radcliffe.

\_\_\_\_\_  
\_\_\_\_\_ 1

[Turn over

Marks

KU	PS

3. (a) Sue Hamlett is the Sales Manager of Harvey's Leisurewear Ltd.  
Below are notes of appointments for today.



Marks

KU	PS

**3. (a) continued**

Enter these details in Sue's diary, shown below.

<b>Monday 30 April 2007</b>	
0900 hrs	
1000 hrs	Meeting with Joan Appleton, Sales Director
1100 hrs	
1200 hrs	
1300 hrs	Working lunch—meeting with the Staff Trainer— Joe Welsh
1400 hrs	
1500 hrs	Interviews—to recruit a new Sales Representative
1600 hrs	
1700 hrs	

3

(b) Visitors to Harvey's Leisurewear Ltd have often been found in restricted areas. What should be done to ensure that this does not happen again?

Harvey's Leisurewear Ltd should install \_\_\_\_\_

\_\_\_\_\_

1

(c) A receptionist uses a diary. Name one other book that is used **at reception**.

\_\_\_\_\_

\_\_\_\_\_

1

(d) Give **one** advantage of using an **electronic diary**.

\_\_\_\_\_

\_\_\_\_\_

1

4. Study the following documents.

Marks

KU PS

A

**BROADWING ENTERPRISES  
Job Application Form**

Name: \_\_\_\_\_ Address: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_ Telephone: \_\_\_\_\_  
Do you hold a current driving licence? YES / NO

Availability  
 Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

Qualifications  
 \_\_\_\_\_  
 \_\_\_\_\_

References  
 Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 Contact Number: \_\_\_\_\_ Relationship: \_\_\_\_\_  
 Address: \_\_\_\_\_ Address: \_\_\_\_\_

B

**Payslip** Name: Joe Smith  
Headfield AL8 8R

Employee No	Tax Code	N.I. Code	Week/Month	National Insurance No
062	566LR	A	3	KT 66 99 88 D

Gross Pay: £830 per month (or 10,000 per year)  
 Annual Income Tax: £80 per month  
 National Insurance Contribution: £45 per month  
 Pension Contribution: £45 per month  
 Net Pay: £660 per month (or 7,920 per year)

C

**BROADWING ENTERPRISES ORDER FORM**

Qty	Description	Unit Price	Total

ORDER FORM

Subtotal  
 Shipping  
 Stamp  
 Total

D

**BROADWING ENTERPRISES PRICE LIST**

ITEM	DESCRIPTION	UNIT PRICE	TOTAL
1	Blue Ballpoint Pen	1.50	15.00
2	Red Ballpoint Pen	1.50	15.00
3	Black Ballpoint Pen	1.50	15.00
4	Green Ballpoint Pen	1.50	15.00
5	Purple Ballpoint Pen	1.50	15.00
6	Yellow Ballpoint Pen	1.50	15.00
7	Orange Ballpoint Pen	1.50	15.00
8	Blue Ballpoint Pen	1.50	15.00
9	Red Ballpoint Pen	1.50	15.00
10	Black Ballpoint Pen	1.50	15.00
11	Green Ballpoint Pen	1.50	15.00
12	Purple Ballpoint Pen	1.50	15.00
13	Yellow Ballpoint Pen	1.50	15.00
14	Orange Ballpoint Pen	1.50	15.00
15	Blue Ballpoint Pen	1.50	15.00
16	Red Ballpoint Pen	1.50	15.00
17	Black Ballpoint Pen	1.50	15.00
18	Green Ballpoint Pen	1.50	15.00
19	Purple Ballpoint Pen	1.50	15.00
20	Yellow Ballpoint Pen	1.50	15.00
21	Orange Ballpoint Pen	1.50	15.00

A different department of Broadwing Enterprises would **send** each of these documents. Match the correct document to each department.

DEPARTMENT	DOCUMENT
Sales	
Purchases	
Finance	
Human Resources	

4

*Marks*

KU	PS

5. Toni Bowran is an Administrative Assistant of Apex Communication. She is required to prepare the Staff Handbook but is unsure how to do it.



- (a) Suggest **one software application** that Toni could use to produce the handbook.

Toni could produce the handbook by using

\_\_\_\_\_

**1**

- (b) Apart from a computer, suggest **one other item of equipment** that Toni could use to produce the handbook.

Toni could produce the handbook by using

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**1**

**[Turn over**

Marks

KU	PS

6. Below is the flexible office of Citi Copying Services.



(a) State another term for “flexible office”.

---

1

(b) Three problems have been identified. Suggest how Citi Copying Services can solve each of the problems identified.

**PROBLEM 1**

Some staff find it difficult to concentrate on their work due to background noise.

**SOLUTION 1**

Citi Copying Services should provide \_\_\_\_\_

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1

**PROBLEM 2**

Confidential information is being left on screen for anyone to see.

**SOLUTION 2**

All staff should \_\_\_\_\_

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1



Marks

KU	PS
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6. (b) continued

<p>PROBLEM 3</p> <p>There are often no workstations available for visiting sales reps to use.</p> <p>SOLUTION 3</p> <p>Citi Copying Services should provide _____</p> <p>_____</p> <p>_____</p>
---

1

[Turn over

Marks

KU	PS
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7. (a) Nikki Speeding is a mail room assistant. From the list of items of equipment which Nikki uses in the mail room, identify which items of equipment are used for **incoming mail** and which are used for **outgoing mail**.



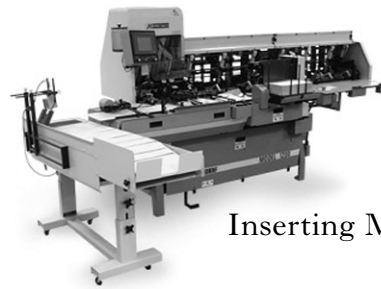
Franking Machine



Date Stamp



Electronic Weighing Scales



Inserting Machine

Tick (✓) the appropriate box. The first one has been done for you.

Equipment	Incoming Mail	Outgoing Mail
Inserting Machine		✓
Franking Machine		
Electronic Weighing Scales		
Date Stamp		

3

Marks		KU	PS
1	1		
1	1		
3	3		

7. (continued)

(b) Nikki does not know how to deal with the following problems. What advice should she be given? Give a **different** answer for each problem.

<p><b>PROBLEM 1</b></p> <p>A 64–page catalogue has been received in the mail room which has to be seen by 3 different members of staff.</p> <p><b>SOLUTION 1</b></p> <p>Nikki should _____</p> <p>_____</p> <p>_____</p>
<p><b>PROBLEM 2</b></p> <p>Incoming faxes are left in the fax machine for long periods of time.</p> <p><b>SOLUTION 2</b></p> <p>Nikki should _____</p> <p>_____</p> <p>_____</p>

(c) The following statements are either TRUE or FALSE.

Tick (✓) the appropriate box.

- (i) A Remittances Book is used to record the amount of postage used by the Mail Room.
- (ii) A **confidential** document must be delivered within 24 hours. The most suitable method is fax.
- (iii) Pigeon holes are used to organise incoming mail into departments.

TRUE	FALSE

**[Turn over**

Marks

KU	PS
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8. Lorraine Oakley has prepared the spreadsheet below showing the sales levels achieved by 4 sales representatives.

	A	B	C
1	MONTHLY SALES - APRIL		
2	Sales Rep		
3	David Fairbairn		£ 2,685
4	Susie Seaton		£ 3,234
5	Mike Wightman		£ 4,322
6	Li Cheung		£ 3,555
7	TOTAL		£13,796

- (a) Name the cell which should contain a formula.

\_\_\_\_\_

1

- (b) Information displayed in this spreadsheet can be difficult to understand.

How can Lorraine display this information so that it could be understood more easily?

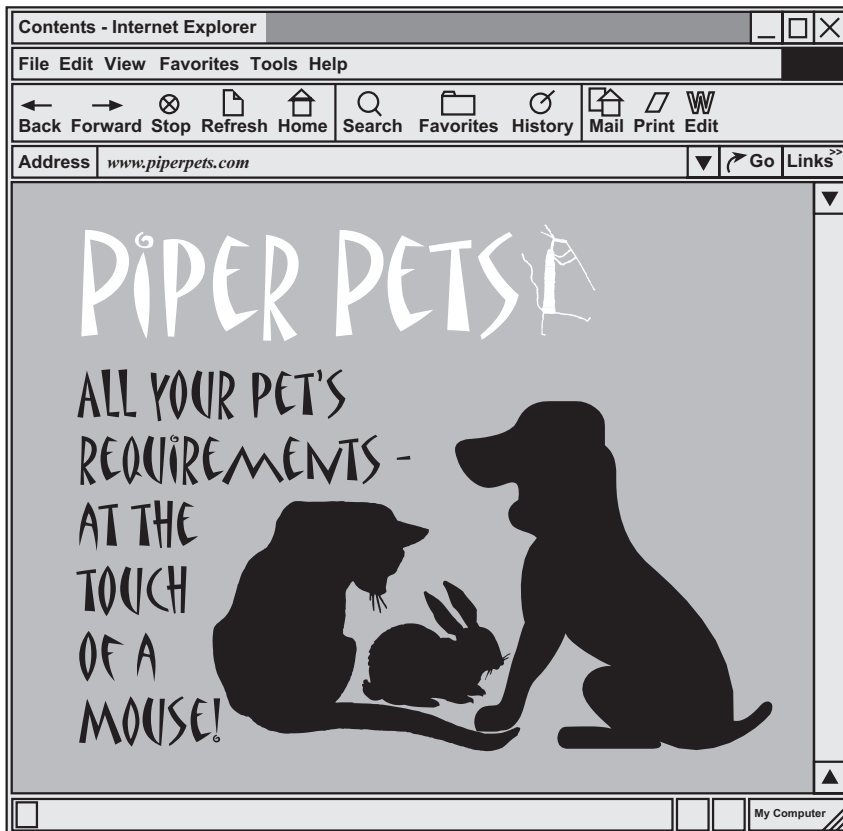
Lorraine could \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

1

9. Piper Pets has recently started to advertise its products on the Internet.



Marks

KU	PS
1	
1	
1	

9. (continued)

State **one** way in which each of the following problems could be solved.

<p><b>PROBLEM 1</b></p> <p>Customers cannot order goods from the website.</p> <p><b>SOLUTION 1</b></p> <p>Piper Pets should provide _____</p> <p>_____</p> <p>_____</p>
<p><b>PROBLEM 2</b></p> <p>Some staff do not know how to find web pages without the web address.</p> <p><b>SOLUTION 2</b></p> <p>Staff should _____</p> <p>_____</p> <p>_____</p>
<p><b>PROBLEM 3</b></p> <p>Staff waste a lot of time searching for frequently used websites.</p> <p><b>SOLUTION 3</b></p> <p>Staff should _____</p> <p>_____</p> <p>_____</p>

[Turn over



**[Turn over for Question 11 on *Page sixteen***

Marks

KU	PS
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11. (a) Sophie is the Purchases Manager of Creative Gardens which operates in Glasgow. She must attend a 2-day conference in London.



Friday 15th June	
AM	Arrive at the Hotel Fira Palace
1.00pm - 2.30pm	Buffet Lunch
3.00pm - 5.50pm	Inspiring Success Conference Presentations
7.30pm - 11.15pm	Welcome Party - Restaurant La Barca
Saturday 17th June	
7.30am - 10.30am	Breakfast
9.30am - 11.00am	AGM (Integra Shareholders only)
11.30am - 4.30pm	Inspiring Success Supplier Exhibition
12.00pm - 3.00pm	Buffet Lunch
7.30pm - 2.00am	Inspiring Success Gala Dinner
Sunday 18th June	
7.30am - 10.30am	Breakfast
7.30am - 12.00pm	Check-out



**REQUEST FOR TRAVEL**

ISSUE CHECK TO:  PERSONAL  BUSINESS

NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

STREET ADDRESS LINE 1 (NO APARTMENTS): \_\_\_\_\_

STREET ADDRESS LINE 2 OR STREET ADDRESS LINE 3 (NO APARTMENTS): \_\_\_\_\_

CITY: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

ENTER BELOW THE PROGRAMME TO WHICH YOU BELONG: \_\_\_\_\_

4 PERIOD OF TRAVEL:  FROM \_\_\_\_\_ TO \_\_\_\_\_

5 OTHER PROVIDE WRITTEN EXPLANATION: \_\_\_\_\_

APPROXIMATE TRAVEL DATES FROM:

REQUESTED BY (NAME)	DATE	APPROVED BY (NAME)	DATE	IS APPROVED	APPROVED BY (SIGNATURE)
9	9	10	10	10	10

Sophie must take 2 of the above documents **when travelling** to London.

Tick (✓) the appropriate boxes.

	Tick (✓)
Visa	
Itinerary	
Travel Request Form	
Flight Tickets	

2



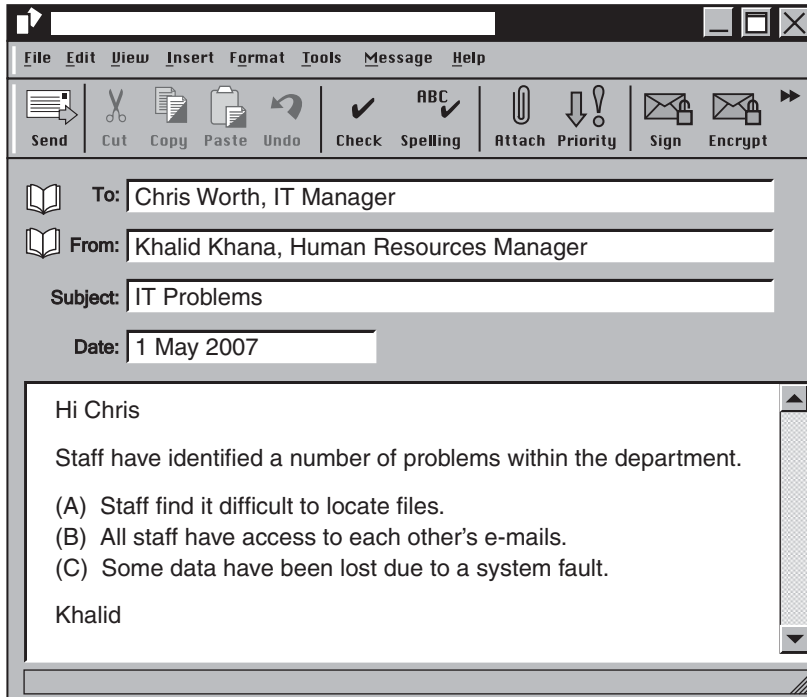
**11. (continued)**

<i>Marks</i>		KU	PS
<b>1</b>	(b) Sophie does not know how to find a list of suitable hotels in London. How can this problem be solved? Sophie should _____ _____ _____		
	(c) Sophie's accommodation bill must be paid for <b>by the company</b> when she checks out of the hotel. Suggest an appropriate method of payment. Sophie should _____ _____ _____		
	(d) Travel expenses for managers' meetings are too high. How can this problem be solved? Creative Gardens should _____ _____ _____		

**[Turn over**

Marks

12. Khalid Khana, the Human Resources Manager of Phoenix Hotel Group, has sent the following e-mail to Chris Worth, IT Manager.



Describe **3** actions which Chris could take to solve each of the above problems. Each action **must** be **different**.

<p>(A) Staff find it difficult to locate files.</p> <p>Chris Worth should _____</p> <p>_____</p> <p>_____</p>	1	
<p>(B) All staff have access to each other's e-mails.</p> <p>Chris Worth should _____</p> <p>_____</p> <p>_____</p>	1	
<p>(C) Some data have been lost due to a system fault.</p> <p>Chris Worth should ensure that _____</p> <p>_____</p> <p>_____</p>	1	

Marks

13. Fredrik Burke is the Sales Manager of Macrotech Computer Services. Fredrik recently gave a presentation to sales representatives. Some staff complained that the presentation was uninteresting and boring.

**Two** ways of solving this problem are provided in the table below.

Tick (✓) 2 appropriate boxes.

	Tick (✓)
Use microfilm	
Give a powerpoint presentation	
Install CCTV	
Use a data projector/OHP	

2

14. Below is a list of terms.

- A Scanner
- B Voicemail
- C Flexitime
- D Hyperlink
- E Computer Virus

Match **one** term above with the definition in the table below. The first one has been completed for you already.

Definition	Letter of Term
Allows messages to be left when there is no-one available to take the call.	<b>B</b>
A shortcut to webpages.	
Can affect a computer system and may result in data being wiped.	
Can copy a handwritten document for storage on a computer.	
Employees have some choice over their working hours.	

4

[END OF QUESTION PAPER]

## ACKNOWLEDGEMENTS

### *Question 11(a)*

Picture of EVA Air flight tickets is reproduced by kind permission of EVA Air.